

# Combining to Better Serve You



CONCRETE  
EQUIPMENT & SUPPLY



**WHITE CAP**<sup>®</sup>

## Frequently Asked Questions

### What's happening to Concrete Equipment & Supply (CES)?

On Oct. 3, 2022, Concrete Equipment & Supply will be combined with White Cap and operations will be fully integrated. With this exciting change, CES will begin transitioning to the White Cap brand. Over the next several months, you will begin to see our new look at the current CES locations as we go forward as White Cap!

### Who is White Cap?

White Cap has a strong legacy of serving pro contractors across the country for decades. Founded in 1976 in Santa Ana, CA, White Cap has grown to become the leading North American distributor of concrete accessories and specialty construction and safety products for professional contractors across nonresidential, residential and infrastructure markets.

### Why is Concrete Equipment & Supply becoming White Cap?

Both White Cap and CES share the same mission of earning your trust and relentlessly driving your success by always delivering what you need, when and where you need it. By combining under the White Cap brand, we can expand our product and service offering to better serve pro contractors.

### What can Concrete Equipment & Supply customers look forward to?

The goal is to combine the best aspects of both companies under the White Cap brand. You'll still see the same knowledgeable, capable, and dependable associates you rely on, along with even more products and services at these locations.

### Will I receive a new account number?

In most cases, if you hold an active Credit (or "Terms") account with CES, your account and any related information will be seamlessly integrated into White Cap, and you will be issued a new White Cap account number. This information will be communicated to you on your first invoice and statement issued by White Cap.

### Currently, I have an account with both White Cap and Concrete Equipment & Supply. What will happen to my Concrete Equipment & Supply account?

Your CES account will be combined with your White Cap account, and you will continue to use your White Cap account going forward at all locations. Your White Cap account number will be included in your first statement issued by White Cap.

### Are there any changes to invoicing and payment processes?

Please note, beginning Oct. 3, 2022:

- Invoices and statements will come from White Cap.
- Invoices will have a new remittance address:  
PO Box 6040  
Cypress, CA 90630-6040
- Purchase orders will need to be created to White Cap.

### Can I pay my invoices online?

In most cases, your first White Cap invoice will be mailed to your Primary Bill To Address on your account today. To view and pay invoices on WhiteCap.com, visit [www.whitecap.com](http://www.whitecap.com) and follow these instructions to set up an account:

- Step 1: Create an account
- Step 2: Link your account with verification for security purpose

### What will happen to [www.cesone.com](http://www.cesone.com)?

The [www.cesone.com](http://www.cesone.com) website will be retired. We encourage [www.cesone.com](http://www.cesone.com) customers to register on [WhiteCap.com](http://WhiteCap.com) to find all the products you need 24/7.

### My business is sales tax exempt. How do I ensure that I keep my sales tax exempt status?

If a sales tax exemption applies, please email your certificate(s) to [taxexemptcredit@whitecap.com](mailto:taxexemptcredit@whitecap.com). Please be sure to list White Cap, LP as the seller and include your White Cap account number.

### Will a sales tax be included on my invoice?

White Cap is registered for sales and use tax in all states. Therefore, sales tax will be included on your invoice unless an exemption applies.

### How can I request a new White Cap W-9?

To request our W-9 reflecting our new White Cap Operating Entity name, visit [www.whitecap.com/credit-application](http://www.whitecap.com/credit-application) and complete the Contact Account Services form.

### Who do I reach out to with questions?

Please reach out to the White Cap Customer Service team at 1-800-944-8322 or contact your local branch or sales representative for assistance.